

City of San José Call Center – 408- 277-4000

Got a question? Need some help? We've got someone available 24 hours a day, seven days a week to answer questions, provide information and help resolve concerns. If you need to get in touch with the City and don't know who to call, dial the Call Center and our friendly staff will be glad to assist you! The TDD telephone for the hearing impaired is 408-998-5299.

City of San José Website@ www.sanjoseca.gov

Check out the City of San José online. We are pleased to bring up-to-date information about City programs and services right to your doorstep. In our continuing effort to better serve the community, we are developing new ways for our customers to do business online, and eliminate trips to City Hall.

Abandoned Shopping Carts

If you would like to report an abandoned shopping cart in your neighborhood, please call 408-277-4000.

Airport Noise

In order to report airport noise in your area, please call the Airport Noise Hotline at 408-452-0707.

Animals

In order to report stray or injured animals or barking dogs, or to obtain a pet license, call Animal Care & Services at 408-578-PAWS.

Business Licenses

If you wish to obtain a business license, please call the recording at 408-277-5051.

Building Permits

Call the Building Division at 408-277-4541 to find out information about building permits or visit their website at: <http://www.sanjoseca.gov/building/>

Construction Noise

According to San José Municipal Code, the legal hours of construction within 500 feet of a residential unit are limited to the hours of 7am to 7pm, Monday through Friday. If this ordinance is violated, please call Code Enforcement at 408- 277-4528.

County Jurisdiction

If you are concerned about any of the following issues, please contact the Santa Clara County Government at the following numbers:

Birth/Death Certificates - 408-299-2481

Environmental Health - 408-299-6060

Foster Care Recruitment - 408-299-KIDS

Health Services - 408-423-0700

Marriage Licenses - 408-299-5664

Registering to Vote - 408-299-8302

Reporting Child Abuse - 408-299-2071

Fire Department

If you have general questions dealing with the City of San José Fire Department, the Office of the Fire Chief can be reached at 408-277-4444. However, please call 9-1-1 or 408-277-8911 on cell phones for emergency situations.

Graffiti

In order to report cases of graffiti, please call the 24-hour Anti-Graffiti Hotline at 408-277-2758.

Homelessness

For information on homeless services, contact the Department of Housing at 408-277-4747. If you wish to learn about shelter availability, contact the Shelter Hotline at 1-800-774-3583.

Library

For information on library services call 408-277-4822 or visit our website at www.sjlibrary.org

Litter

For information on Pick Up San José and other anti-litter programs call 408-808-2000.

Neighborhood Parks

For information or concerns about a neighborhood park, please call 408-794-1383.

The **Community Gardens Program**, which can be reached at 408-277-2575, provides plots for residents to grow produce.

The **Adopt-A-Park Program**, which can be reached at 408-277-4477, provides opportunities for maintenance of parks.



Police Department

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| Emergency Services | 9-1-1 |
| Cellular | 9-1-1 or 408-277-8911 from a cell phone |
| Non-Emergency, General Info | 3-1-1 or 408-277-8900 |
| Crime Prevention | 408-277-4133 |
| Curfew (Thurs.-Sat. after 10 p.m.) | 408-723-8227 |
| Abandoned Autos | 408-277-5305 |
| Traffic Enforcement | 408-277-4341 |

24 Hour Anonymous Tip Lines

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| Crime Stoppers | 408-947-STOP |
| Gang Information | 408-293-GANG |
| NET (Narcotics Enforcement Team) | 408-971-DRUG |
| Campus Crime Stoppers | 1-800-903-6789 |

Rental Disputes

If you would like to report a rental dispute that you are experiencing, please call the hotline at 408-277-5431.

Regional Parks

For information on regional parks, picnic and wedding reservations, contact 408-277-4191.

Sports Field Reservations

To reserve City sports fields or tennis courts call 408-369-3907.

Street Hazards

If you would like to report an immediate street hazard (such as a fallen tree or street sign), call the immediate hazard number at 408-277-4373.

Street Maintenance

If the problem is away from the gutter and in the main street area where vehicles travel, then the City is responsible for maintenance and will fix the problem. If there is a pothole in the street, you may call 408-277-4373 to report it. Dispatchers will take the information and pass it on to the appropriate staff for scheduling of repair work. The City tries to repair potholes within 24 hours. All other defects are repaired when the street is scheduled for preventive maintenance.

Street Sweeping

In order to find out the street sweeping schedule in your neighborhood, please contact the Recycle Plus at 408-277-2700.

Towed Vehicles

For information about a towed vehicle, call the Auto Desk at 408-277-4156.

Traffic Calming

If you have a concern dealing with traffic problems in your neighborhood, please call 408-277-4304 (ask for Traffic Engineering) or e-mail traffic.calming@sanjoseca.gov.

Trash/Recycling

Please call the Recycle Plus Customer Service Line at 408-277-2700 for:

- Easy removal of large items (the City offers a pickup of up to 3 bulky items from your curb for a fee).
- A replacement cart if your current garbage cart is falling apart
- Scheduling a cart exchange for recycling and yard trimmings carts (you can also do this by filling out a form on-line: http://www.recycleplus.org/cgi-bin/cart_change/online_form.html)

In order to dispose of household hazardous waste (such as cleaners, paints, halogen lights, and pesticides), please call 408-299-7300.

Tree Removal

For street trees (trees that are between the sidewalk and the street) that need pruning or removal, call the City Arborist's Office at 408-277-2762. For trees on private property, a tree removal permit from the Planning Department is required for the removal of any tree over 18 inches in diameter. These applications are available by calling the Planning Office at 408-277-4576 or on the internet at:

www.ci.sj.ca.us/planning/sjplan/dev_review/dev_tr.htm.

Water Waste

In order to report water waste problems (such as leaky sprinklers or illegal water run-off) or get information about water waste laws, please call Code Enforcement at 408-277-4528.

If your question is not answered here, go to: www.sanjoseca.gov/prns/ts.htm or call the Neighborhood Development Center at 408-277-5350 to receive a copy of the San José Neighborhood Troubleshooter Guide available in English, Spanish, or Vietnamese.

*We create community
through People,
Parks & Programs.*

